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| **TECHNICAL PROPOSAL** |
| **Design, Development & Installation of**  **Child Support Programme**  **Management Information System** |
|  |
| **Workplains Private Limited.** |
|  |
| **November 21, 2011** |
|  |
|  |

WP/UN/112111-1

Dated: November 21, 2011

**To,**

**United Nations Children’s Fund**

**90, Margallah Road**

**Sector - F 8/2**

**Islamabad, Pakistan**

**Subject: Design, Development & Installation of Child Support Program Management Information System (CSP-MIS) for Pakistan Bait-ul-Mal (PBM), Prime Minister Secretariat**

Dear Sir/Madam,

This is in reference to your RFP PAK/201110059 dated issued on 3rd November 2011 regarding Design, Development & Installation of Child Support Program Management Information System (CSP-MIS) for Pakistan Bait-ul-Mal (PBM), Prime Minister Secretariat.

Workplains Pvt. Limited is pleased to offer its Technical Services for the implementation of the required IT systems. Technical and Financial proposal of the subject are enclosed with this letter in separate envelops. The offered package includes the requirement gathering, development, deployment, training, and 1 year support.

Workplains Pvt. Limited has been in the IT Business since 2000. We are one of the few IT companies in Pakistan which are capable of providing total e-solutions to medium and large organizations in public, private and Govt. sectors as well as in the humanitarian sector.

Workplains has the experience working with the Social Welfare and Humanitarian organizations predominantly for the data handling through databases, management information systems, online assessments and dynamic live online reports. We understand your project needs and shall make our best effort to fulfill your requirements. Workplains Pvt. Limited will dedicate qualified consultants and trainers who have domain knowledge and experience to perform this task.

We look forward to work with you closely to make this project a success.

Yours Sincerely,

**Ahsan Rashid**

CEO

Workplains (PVT.) Limited

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1. Introduction to Technical Proposal

# Tender for CPS-MIS

RFP was issued on 3rd November 2011 to seek the services for the Design, Development & Installation of Child Support Program Management Information System (CSP-MIS) for Pakistan Bait-ul-Mal (PBM), Prime Minister Secretariat. In the response of this RFP, Workplains Pvt Ltd has prepared a technical proposal addressing the requirements.

# Structure of the technical proposal

The proposal is divided into chapters; **chapter 1** gives an introduction of the proposal, **chapter 2** gives detail about Workplains, **chapter 3** provides detail of Workplainsprojects and its clients**, chapter 4** gives case studies of Workplains projects running in Humanitarian Sector**, chapter 5** provides an insight into the technical approach of the project and methodology, **chapter 6 to chapter 14** outlines the components of the CSP-MIS, **chapter 15** describes the compliance and capabilities of the CSP-MIS, **chapter 16** contains details on recommended hardware and licensed software, **chapter 17** highlights the capabilities and experience of the proposed team for the project **chapter 18** provides timeframe of the project, **chapter 19** provides the methodology for post implementation support, **chapter 20** mentions the requirement of Hardware and Licensed Software for the proposed systems and lastly **chapter 21** provides general terms and condition of the proposal.

# Workplains (Pvt) Ltd credentials for this project

As a leading IT service provider for the Humanitarian Sector and specializing in Business Process Management, Workplains (Pvt) Ltd is able to meet the skill requirements of the RFP in full from its own in-house professional resources and capabilities.

Workplains Pvt. Limited has been in the IT Business since 2000. We are one of the few IT companies in Pakistan which are capable of providing total e-solutions to medium and large size organizations in public as well as in the private sectors.

Workplains has the experience working with the Social Welfare / Humanitarian organizations predominantly for the data handling through databases, workflows/processes, online assessments and dynamic live online reports. We understand your project needs and make our best effort to fulfill your requirements. Our resources are trained to handle surveys, data entry forms, databases and have made enormous headways in bringing latest IT practices to the Social Welfare platform.

2. About Workplains

Established since 2000, Workplains has become one of the most successful and fastest growing BPM (Business Process Management) Company in Pakistan. Workplains’ success is based on its ability to meet the customers’ requirements.

Workplains Private Limited specialize in Business Process Management & Project Consultancy, Workplains is able to meet the skill requirements in full from its own in-house professional resources, which includes experts highly qualified by their background

Workplains has proven track record of large scale Business Process Management assignments both for the public as well as in the private sector. We succeed where others struggle to survive.

Workplains has experience working in all sectors from private, public, defence and social sector. We understand your project needs and make our best effort to fulfill your requirements.

# 2.1. Core Business

## 2.1.1. Business Process & Information Management Consulting

Business Process, Information Management, and Project Management consultants at Workplains are highly exposed to industry “Best Practices” prevalent globally, as well as locally.

## 2.1.2. Business Application Solutions

Our expertise in the core business application space provides customer unmatched value from a single source. Our solutions for Enterprise Resource Planning, Procurement Management, Human Resource and Information Life Cycle Management provides customer benefits in the shape of increased revenue, reduced cost and improved efficiencies.

We have also completed number of projects focusing humanitarian assessments and its analysis in collaboration with the government and United Nations.

## 2.1.3. System Integration

Workplains is an information technology services company that enables software technologies for its clients to gain the highest strategic, financial, operational, and organizational benefits. It's our goal to enable companies to be more responsive, productive, and resilient through cross application and multi-vendor Infrastructure Integration.

## 2.1.4. Enterprise System Management

The dependency of Business on IT Systems is ever increasing. The consultants at Workplains help their customers to manage the Enterprise System Management.

# 2.2. Company Details

Workplains (Pvt.) Limited.

Suite # 7, Second Floor, Ahmed Centre, I-8 Markaz, Islamabad,

Tel: 051 4101288

Fax: 051 4101388

## 2.2.1. Company Profile

Operating in Pakistan since 2000

Annual Turnover: PKR 95 Million

Global Presence:

United Kingdom

Pakistan

UAE

Local Presence: Islamabad

As of October 2011, Workplains Limited has over 120 employees working at its registered offices.

Workplains offers Business Process Management Software Suite along with high-level consultancy services offering state of the art solutions & support services for the same. Product and solutions which are offered are either from our international pool of alliances or are developed in-house depending upon the nature of the project and customer requirements.

3. Clients in Pakistan

List of major projects in value, size and nature are mentioned below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No. | Clients | Projects | Sectors | Value of Project in PKR (Million) |
| 1 | International Rescue Committee (IRC)  Partners: UNICEF, UN OCHA, WFP | IDP’s Vulnerability Assessment and Profiling Project  [www.ivap.org.pk](http://www.ivap.org.pk) | UN/INGO | 12.7 |
| 2 | International Rescue Committee (IRC)  Partners: UNICEF, UN OCHA, WFP | IDP’s Vulnerability Assessment and Profiling Project (Phase-II)  [www.ivap.org.pk](http://www.ivap.org.pk) | UN/INGO | 3.5 |
| 3 | UNHCR  Partners: PDMA (Sindh), | CCCM  [www.cccm.com.pk](http://www.cccm.com.pk) | Humanitarian | 14.0 |
| 4 | IOM | Humanitarian Communication - Information Management System (HComms IMS) | Humanitarian | 4.7 |
| 5 | IOM  Partners: IRC, NADRA, UNHCR | Watan II Information Management System | Humanitarian | 4.7 |
| 6 | DGDP – Ministry of Defense Production | DGDP e-office and IT Consultancy | Government | 2.7 |
| 7 | Ministry of Defense Production | e-office and IT Consultancy | Government | 6.4 |
| 8 | DEPO | BPM Consultancy | Government | 12.1 |
| 9 | Air Head Quarters | BPMS based e-procurement solution | Government | 9.7 |
| 10 | NesPak | BPM/Project Management | Government | 8.5 |
| 11 | Earthquake Rehabilitation and Reconstruction Authority (ERRA) | IT Consultancy | Government | 2.5 |
| 12 | IASCI | BPM/Project Management | Government | 1.8 |
| 13 | China Mobile (Zong) | BPM System (more than 50 processes) | Private | 15.5 |
| 14 | Paktel | BPMS System | Private | 4.2 |
| 15 | Instaphone | BPM System | Private | 3.2 |
| 16 | OMV | BPM System (more than 50 processes) | Private | 7.0 |
| 17 | Al Bahar Associates | Debt Collection | Private | 2.3 |
| 18 | Air Head Quarters | Technical Consultancy | Government | 3.0 |
| 19 | Internews | Assessment Survey Pakistan Floods 2010 recovery phase | Humanitarian | Approx. 4.0 |

4. Case study – Social Welfare / Humanitarian Sector IT Project

# 4.1. IDP’s Vulnerability Assessment and Profiling (IVAP) Project

**Province:** Khyber Pakhtunkhwa (KPK)  
**Funding:** USAID/OFDA  
**Implementing Agency:** UNICEF  
**Coordinating Agency:** International Rescue Committee (IRC)  
**Partners:** WFP, UN OCHA, UNHCR, IOM, NGOs and INGOs

****Over the course of the last year, Pakistan experienced the worst internal displacement crisis of its history when more than three million people were forced to flee their homes in the country’s north west were forced to flee their homes in the country’s north west.

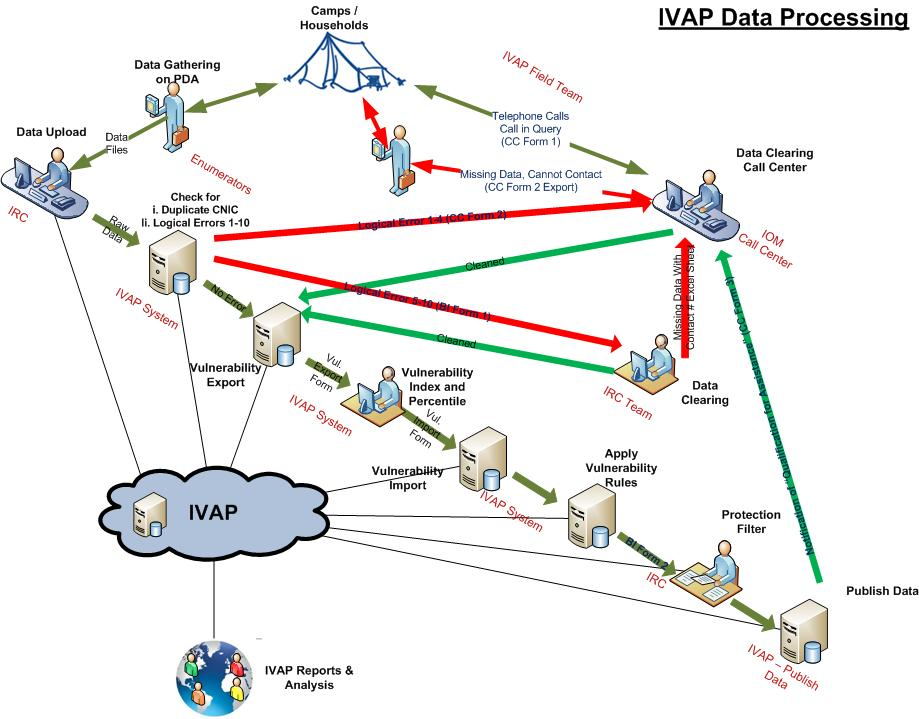
While nearly two million people have now voluntarily returned to their areas of origin (mainly the settled parts of KPK including Swat, Buner, Lower Dir and Upper Dir districts), more than one million internally displaced people (IDPs) remain in camps, rented accommodation or with host families due to insecurity in their areas of origin.

Humanitarian actors continue to provide emergency assistance (including food, water, shelter and non food items) to those who remain displaced. However, ongoing spontaneous population movement (both fresh displacement and returns to areas of origin) have made it difficult for major humanitarian actors to assess the overall number of affected people, and provide assistance to them on the basis of their specific needs.

Following the United Nations Humanitarian Country Team’s (UNHCT) adoption of the ‘Criteria and Procedures for provision of assistance based on vulnerability’ in February 2010, humanitarian agencies launched an inter-agency pilot exercise to explore new models for the provision of needs-based assistance.

## 4.1.1. IVAP Project:

The proposed project builds on a successful pilot conducted by 14 humanitarian agencies (7 UN technical agencies, 7 international and national NGOs) to profile families affected by displacement (both registered and unregistered IDPs, as well as those families who are hosting IDPs at no cost) at the household level.

With the technical assistance of two UN agencies, the UNHCT through its ‘durable solution task force’, developed and pre-tested an assessment and profiling tool for use in the field. On 10th May 2010, the Policy Strategy Committee under the chairmanship of Chief Secretary Khyber Pakhtunkhwa with attendance from Director General Provincial Disaster Management Agency (PDMA), Additional Chief Secretary FATA and Special Support Group (Pakistan Army) endorsed the launch of the Vulnerability profiling exercise.

On 13-14th May 2010, 61 team leaders, supervisors and enumerators were trained in Peshawar to start the vulnerability profiling exercise. Teams were deployed in 58 Union Councils of Peshawar district to conduct a door-to-door profiling and assessment exercise using Personal Digital Assistants (PDAs) to capture the data of displaced and host families.

A vigorous information campaign was launched in Pashto on three local radio stations, and sent out to community leaders by SMS. All assessed families also received a one-page information leaflet in Urdu on the objectives of the initiative.

At the end of the one-month pilot exercise teams had profiled 14,000 IDP families or 77,000 individuals in 58 Union Councils of Peshawar district. A live, online database designed with the help of custom-made process-based software created to manage and analyse all data collected.

Today the the IDP Vulnerability Assessment and Profiling (IVAP) has collected data from 94,389 families (door to door) from June 2010 to July 2011. The assessment aimed at surveying every conflict affected family residing in Khyber Pakhtunkhwa (KPK), and successfully covered all secure areas of Peshawar, Charsadda, Nowshera, Swabi, Mardan, Lower Dir, Kohat, DI Khan, and Hangu.1 The IVAP was the first of its kind in regards to scale and depth - providing clear evidence of both the numbers and the needs of conflict IDPs in Pakistan.

## 4.1.2. Project Strategy:

The project strategy consists of an assessment methodology, an assessment management strategy, and a strategy for data access management. The main steps are as follows:

1. Identifying IDPs: IDPs are identified using the existing Social Welfare registration database and IDP mapping carried out by other members of the protection cluster. As a secondary mechanism, a call centre will enable IDPs (95% of IDPs assessed in the pilot phase have access to a mobile phone) to identify themselves for profiling through toll-free call-in numbers and free SMS services. The launch of the call centre will be accompanied by a mass communications campaign.

2. Assessing and profiling IDPs using Multi-cluster Rapid Assessment Mechanism (McRAM) tools: enumerators using PDAs programmed with McRAM software will assess all IDPs in their displacement area of residence, capturing individual family level information. Data collected includes a range of objectively verifiable indicators, including enumerators’ direct observation. Enumerators are trained to cross-check information supplied by beneficiaries.

3. Managing and analyzing data: data is uploaded overnight to a secure database. After going through data cleaning process, call centre attendants and data managers will again verify the data through phone calls, and the data analysis is made possible using an online interface.   
  
4. Applying vulnerability criteria: using vulnerability criteria approved by the UNHCT, an algorithm will weigh up to 115 indicators to verify each family’s vulnerability, and specific needs for assistance. Borderline cases will undergo an additional human review.

***“One improvement in registration is the move towards vulnerability-based registration for assistance. A group of 14 NGOs and UN agencies have been working on a Vulnerability Assessment pilot for some months and this provides a much better model for identifying those in need of assistance in the future. The team considered that this was a very positive example of partnership”***

**Inter-Agency Standing Committee – Real Time Evaluation of 2009 IDP Response KPK**

5. Providing IDPs with identification that enables tracking: IDPs are issued with photo identification cards with magnetic strips. These strips contain information that can be used for purposes of tracking assistance. For example, the strip may communicate that the IDP is from Mohmand, is vulnerable, and is entitled to receive assistance in the form of food and enrolment in the Benazir Income Support Program.

6. Cluster referrals and end-user access: where protection or assistance needs are identified, limited information beneficiary lists may be provided to the appropriate cluster or government agency. Certain agencies will be given access to different levels of information. For example, linkages with databases will allow agencies to target only vulnerable IDPs identified through the assessment, rather than providing blanket coverage to all IDPs. Rigorous data protection mechanisms will be put in place to ensure that data is secure from abuse, and that IDPs’ private data is protected. UNHCT will be the custodian of data and therefore will assess and approve/disapprove any external requests to access the database.

# 4.2. Camp Profiling and Village Profiling Project

**Province**: Sindh  
**Funding**: UNHCR  
**Implementing Agency:** UNHCR and PDMA Sindh  
**Coordinating Agency:** OCHA and UNHCR  
**Partners:** MCRAM, NCHD

## http://media.monstersandcritics.com/galleries/2458115_14969/0229403055085.jpg4.2.1. Humanitarian Context of Floods 2010

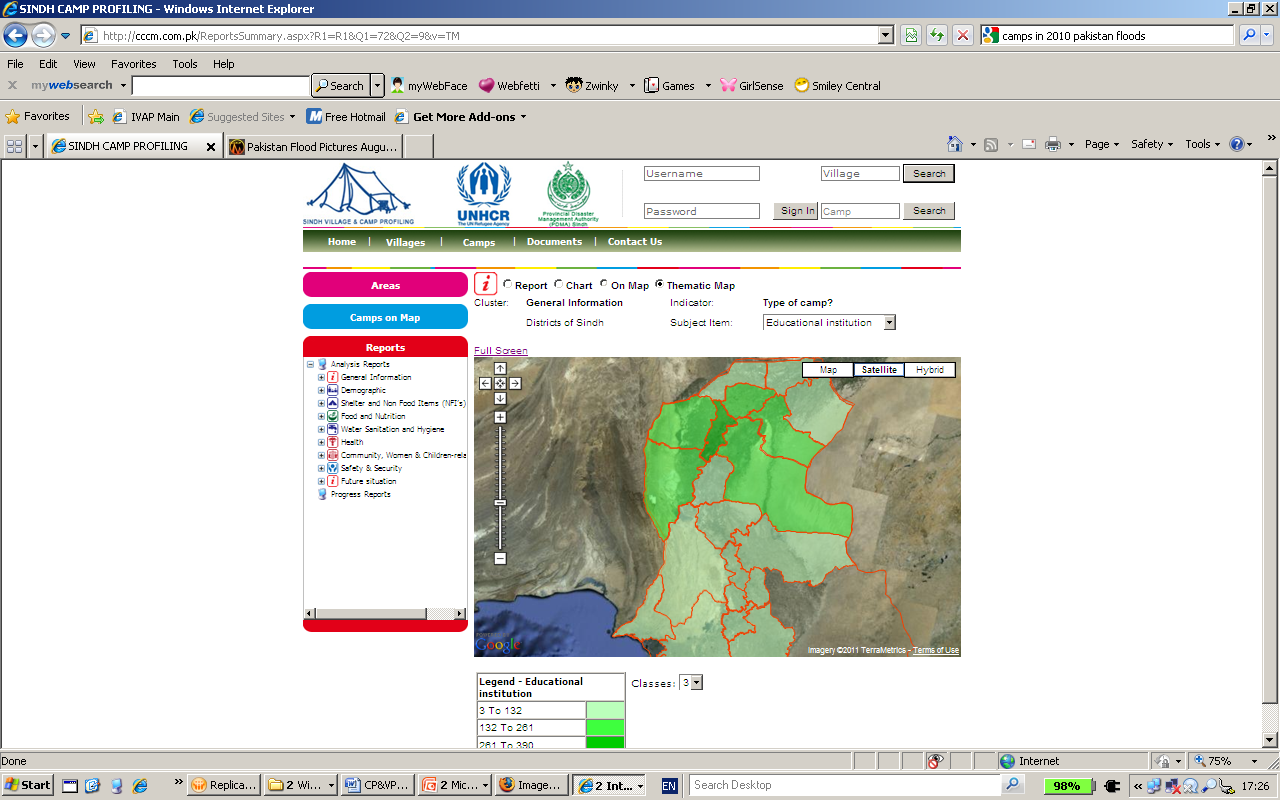
The floods that hit Pakistan in the summer of 2010 were the worst in almost a century. According to Government figures, they claimed the lives of more than 1,600 individuals and affected more than 20 million people in Khyber Pakhtunkhwa (KPK), Balochistan, Sindh and Punjab provinces. The Government of Pakistan and the humanitarian community vastly expanded their aid operations to cope with the unprecedented escalation in the number of those needing assistance. In Sindh there were over 500 camps were established providing relief to 1.5 million most vulnerable people.

Photograph Camp at Sukkur

## 4.2.2. Camp Profiling and Village Profiling

PDMA and CCCM cluster in wake of the situation struggling to cope with the most urgent needs of the affected population in camps decided camp profiling to monitor thousands of camps that mushroomed within a week of the floods. The initiative provided unique opportunity to profile every camp either spontaneous or planned and determine emergent humanitarian needs and gaps. The software was developed specifically to capture exact GPS coordinates of thousands of camps, identify various types of camps such as camp established in public buildings (schools, colleges etc), organized tented camps (managed by Pakistan Arm forces, International NGOs, National NGOs, Corporate entities, political parties and philanthropic organizations) and most challenging were mushrooms road side camps as spontaneous settlements. There was an urgent need to collect information of camps with demographics, population breakdown; identifying areas of origin of displace population, humanitarian needs and humanitarian sector specific gaps.

Screenshot - www.cccm.com.pk

After successful implementation of camp profiling component, Information Management task force at Karachi level decided to use the same methodology to capture much larger and complex information scenario of the affected villages where the displaced population is returning only to witness destruction due to floods. Populations were not only leaving camps where after months of relief efforts some safety net was created but were returning to devastation in the areas of origin without basic amenities. To cater for these information challenges, there was a need to process information from the field monitoring teams that capture village locations, information about damages, population breakdowns, agriculture losses and baseline information before and after the floods.

While designing the software there was a specific need to provide information sharing and coordination platform to multiple stake holders. As part of the methodology, field monitoring teams had to access the software from remote locations hence there was need to develop an online solution.

## 4.2.3. Project Success

1. Workplains Management Information System provided a cutting edge mixture of technology and field operation to manage camps needs and the needs of returning population
2. 4,833 camps profiled in 20 districts with more than 200 hundred indicators data were collected
3. Over 1 million population identified in the camps in Sindh identifying humanitarian gap and needs
4. 2,564 villages of the returning population were profiled in 2 districts collecting data of 1.3 million population
5. CCCM and VP website were accessed by more than 200,000 visitors with an average session of 20 -40 minutes
6. CCCM website and software was operational in two months after the onset and data was used by Army, Government, NGOs, INGOs, Media and Researchers
7. Clusters regularly accessed the data of camps and villages ensuring aid reaches to the most vulnerable population
8. UNHCR realigned its shelter and CCCM strategy based on the CCCM and VP data
9. UNHCR produced gap analysis maps per cluster up till UC level and detailed statistical analysis reports due to the analysis and reporting tool
10. Project was appreciated by Minister Rehabilitation, Advisor P&D, DG PDMA and UN OCHA in high level meetings in Karachi

5. Child Support Program – Management Information System (CSP –MIS)

# 5.1. Project Context

RFP was issued on 3rd November 2011 to seek the services for the Design, Development & Installation of Child Support Program Management Information System (CSP-MIS) for Pakistan Bait-ul-Mal (PBM), Prime Minister Secretariat.

PBM being a social welfare organization initiated CSP, Cash Transfer Program, which requires Management Information System and Technical Support from a well reputed local MIS consultancy Firm. The consultant would be responsible to the development of MIS modules for the following:

* Targeting
* Enrollment
* Compliance
* Payments
* Case Management (Update, Appeal and Grievances)
* Reports/ indicators
* Support & Maintenance
* Existing SQL Server Database Conversion
* SMS to beneficiaries
* Data verification from NADRA on CNIC base
* Auto email facility for district office/post offices on some processes
* Data Import utility from other Social sector organizations like Benazir Income
* Support Program (BISP), NADRA etc.
* Mail Merge Utility
* Decentralized application (division/district wise)
* Forms scanning and management

# 5.2. Project Needs

Based on the Request for Proposal (RFP), a firm is to develop, implement and deliver the above mentioned modules in following phases:

* Project Initiation and Development of SRS
* Prototype Development
* Development Phase I (4 Modules)
* Development Phase II (Remaining Modules)
* Go Live
* Trainings and Manuals

# 5.3. CSP-MIS Objective

CPM-MIS will be an integral tool through which different modules support the development of the operation of the CSP, such as: targeting, beneficiaries, education, payment, and information management that will support the making of management decisions that are required to be made in CSP.

The general objective of the information system is to support the management and administration of the CSP, planned through the capturing and automated generation of reliable data and the application of technology in the registration processes for beneficiaries, making of payments in the times indicated, verification of compliance, and the timely and efficient attention to beneficiary grievances.

Through the Management Information System tool, the Programme will be capable of developing updated databases containing pertinent information on the beneficiaries, which will in turn allow for appropriate and fast information of all instances under the Programme.

The design of the MIS is Web oriented. It is giving all the opportunities to do the MIS maintenance in a centralized and access of information down to district level.

Based on information available in the RFP following are the main components for Information Systems:

1. Targeting
2. Enrollment
3. Compliance
4. Payments
5. Case Management (Update, Appeal and Grievances)
6. Reports/ indicators
7. Support & Maintenance
8. Existing SQL Server Database Conversion
9. SMS to beneficiaries
10. Data verification from NADRA on CNIC base
11. Auto email facility for district office/post offices on some processes
12. Data Import utility from other Social sector organizations like Benazir Income
13. Support Program (BISP), NADRA etc.
14. Mail Merge Utility
15. Decentralized application (division/district wise)
16. Forms scanning and management

As per our experience and understanding these components will also be helpful for PBM for the smooth execution of above modules:

1. Campaigns Management
2. Admin Module
3. Organization and User Management
4. Workflow management of all new cases for verification and approval
5. GIS mapping of beneficiaries (Google maps)

# 5.4. Child Support Program – Life Cycle

Based upon the CSP operation manual, RFP and MIS requirement, life cycle for CSP will look like this:



CSP-MIS Components

6. Campaigns Management



# 6.1. Objective

The first step of the project cycle constitutes of a public information campaign about the CSP operations and requirements. The purpose here is to communicate all relevant aspects of the Programme to the beneficiaries so that they understand the design, the implementation, and the compliance requirements.

The specific objectives of the Public Information campaign are to:

* Create awareness and understanding of the Programme among the potential beneficiaries;
* Create understanding, acceptance, and cooperation among the potential beneficiaries;
* Inform the potential beneficiaries on the importance of sending their children to school;
* Provide details on the basic characteristics of the Programme such as targeting, enrolment, payment systems, compliance with conditions, circumstances resulting into suspension of payments, appeals, and grievance redressal mechanisms and so on.

# 6.2. Functional Detail

This component is not mentioned in the RFP but as per the CSP operation manual and our past experience, we identified it as important components for CSP-MIS. This will help in keeping the records of field sessions and campaigns and provide reports on these.

The PBM District Office will update the daily progress on this tool providing the detail of location, target audience, instructor etc.

# 6.3. Features

1. Field Sessions / Campaigns Management
2. Daily Management
3. Campaigns Report

# 6.4. Relevant Experience

Workplains has developed a similar module for IOM – HComms IMS. See Annexure-G for more detail.

7. Targeting (Identification & Selection) (CSP-51)



# 7.1. Objective

The objective of the targeting process is to identify the eligible families for the Programme. All BISP/POVERTY DATA beneficiaries update their basic information (addresses, demographic and socio-economic situation, household size, education, employment and certain household assets) through targeting form CSP-51 prior to their selection as eligible for the CSP.

The form contains variety of questions that shall allow the identification of beneficiaries conforming to the eligibility criteria for the CCT. The information in the form is used to decide whether the applicants are eligible for the benefits or not. The dataset resulting from these forms consequently has information on both beneficiaries and rejected applicants.

# 7.2. Functional Details

This module identified as one of the core component of the CSP-MIS.

The steps to be carried out in the targeting process are the following:

* Enumerators will use online CSP-51 to enter the information collected from field surveys
* Forms are reviewed by supervisors to ensure completeness and without mistakes. If mistakes are found, forms are given back to enumerators to take corrective measures.
* Forms will be delivered to the PBM-DO officer in charge.
* The PBM-DO officer verifies each form and checks that it contains all the required information according to the guidelines provided for the Form.
* The MIS will provide provision to scan and attach the manual forms along with the electronic record for audit purpose
* The MIS will automatically consolidate all information comprising lists of beneficiary households with children of 5-14 years and inform to the PBM-DO to initiate the enrolment process.
* The MIS will assess whether the household is eligible for this project, i.e., complies with the eligibility criteria.

# 7.2. Output

* Eligible households;
* Households with incomplete forms;
* Households with inconsistent forms;
* Non-eligible households

# 7.3. Data fields in CSP-51 form

* **Part-I**
  + Form Number
  + Household CNIC NO.
  + FSP A/C Number
  + A/C Opening Date
  + Geographical Location
  + Province
  + District
  + Tehsil
  + Union Council
  + Post Office (for Address)
  + Village/Mohalla
  + Full Address
  + Household Head Information
  + Full name of household
  + Father/Husband Name of HH Head
  + Surname
  + Religion
  + Household Roster
    - S.No
    - Full Names Of All Member Of The Household (Do Not List Guest And Visitors)
    - Relationship Of Member With Household
    - Gender
    - Date of Birth
    - Disability if Any
    - CNIC
    - Marriage Status
    - Literacy Status
    - Enrollment Status
    - If Enrolled Class/Grade
    - If not enrolled Currently
* Part II
  + Household Information
    - How many people usually live and eat in the house hold?
    - How many people are under 18 years?
    - How many people are over 65 years in household?
    - What is the highest level of education in household (Completed)?
    - How many people between 5 to 16 years are attending school?
    - How many rooms does household occupy including bedrooms and living rooms not store rooms?
    - What kind of toilet used in household?
    - Does the household own any following assets, Tick box for each Yes or No
    - How much agricultural Land does household occupy?
  + Internal Process Control
    - Application Name
    - CNIC No
    - Date:
    - Full Name of Enumerator
    - CNIC No:
    - Name of Supervisor
    - CNIC No:

# 7.4. Relevant Experience

Workplains has developed a similar module for IRC – IVAP (MIS). For more detail please see IVAP project in the case study at chapter 4.

8. Enrolment



# 8.1. Objective

The main purpose of the enrolment process is the identification of the final beneficiaries after the enrolment of families. Thus, within this Enrolment Process the objective is to identify one or more families with children between 0-14 years of age as well as to clearly identify their parents.

PBM being the executing agency shall coordinate the overall organization and implementation of the Enrolment Process. Its District Office will cooperate and find an agreement with the respective District Government on the organization and implementation modalities of the Enrolment Process, which comprises the following stages:

* Planning
* Implementation
* Closure
* Information Systematisation

# 8.2. Functional Details

This module identified as one of the core component of the CSP-MIS.

The specific objectives of the Enrolment Process are:

* The MIS will provide form to update the information of households who meet the CSP eligibility criteria in order to identify families and relevant changes on its members such as a change of the number of members due to births, deaths or adoptions as well as other changes such as a change of address, etc
* To update data about the school that beneficiaries (5-14 years of age) are registered or will be registered in order to comply with the education conditions
* To update information on the Bank/Post Office account for the transfer of CSP payments
* To update the process of the cash transfer and the withdrawal of money
* Record data of disabled or chronically ill children

# 8.3. Enrolment Process

**Enrolment Process**

The MIS will provide the following feature for Enrolment Process stages:

* Planning;
  + Logistics Plan Management
    - Organization of Enrolment Team and enrolment Sites
    - Duration of the Enrolment Event
    - Material Requirements
    - Costs
  + Master Trainers & Field Supervisor Management
  + Enrolment Teams Management
  + Training Management;
* Implementation;
  + Daily Activity updates
  + Session updates
* Closure;
  + Daily closure
  + Final closure of the process.
* Information Systematisation
  + Update forms
  + Generate Lists
    - Beneficiary Families
    - Restricted Families
    - Pending Families
    - Rejected Families

# 8.4. Data fields in CSP-52 form

* Part-I
  + Household Name:
  + CNIC No:
  + **Location**
    - Province
    - District
    - Tehsil
    - Union Council
  + **Contact Address**
    - Full Home Address
    - Village Name
    - Post Office
    - Cell Phone No
  + List of Married household
    - S.No.
    - Name
    - Relation with HH Head
    - Age
    - Marital Status
    - Gender
    - CNIC
    - Remarks
* Part-II
  + Household Name:
  + CNIC No:
  + FAIMLY MEMBERS INFORMATION (0 TO 14 YEARS)
    - Is this family living in the same house? Yes NO
    - Full Name:
    - Age /Date of Birth:
    - Gender: Female Male
    - Father’s Name:
    - Guardian’s Name:
    - Mother’s Name:
    - Guardian’s CNIC No:
    - Payment receiver: Mother/Father /Guardian
    - Is the child attending school?
    - Name of school:
    - Class:
    - Admission Serial Number:
    - School Code (EMIS):
    - School Registration Number (for private community):
    - Exemption Code:
    - Documents supporting exemption, are they attached?
* Part-III
  + House Name:
  + CNIC No:
  + Family Representative Information
    - Full Name:
    - CNIC No:
    - Do you want to be part of this program? Yes No
  + Payment **Receiver**
    - Full Name:
    - CNIC No:
    - Name of Father/ Husband of Beneficiary:
    - Age/Date of birth:
    - Gender: Female Male
    - Relation of Payee with children:
  + Agreement
    - S. No.
    - Child Name
    - Age
  + H. For Official use only
    - Enrollment Officer Name:
    - Enrollment Officer CNIC No:
    - Enrollment Supervisor Name:
    - Enrollment Supervisor CNIC
    - Official Seal/Date
    - Signature of Enrollment Officer
    - Signature of Supervisor

# 8.5. Relevant Experience

Workplains has developed a similar module for IRC – IVAP (MIS). See Chapter 4 containing the case study on IVAP Project.

9. Compliance Monitoring



# 9.1. Objective

The compliance process involves two parameters: Admission Verification and Attendance Verification.

# 9.2. Admission Verification

One of the outcomes of the Enrolment Process is the collection of school information of beneficiary children aged between 5 to 14 years. This means that the process of verification of admission and attendance could be carried out.

The compliance cycle begins with enrolment, once admission is verified. This means that there is not late admission for children.

The Admission verification begins as detailed below:

* The MIS will generate the lists of children by school in order to verify status of admissions in the school. The instrument used for this purpose is CSP-53: Education Compliance Form - Verification of Admission
* These Forms (CSP-53) with pre-printed as well as a few blank fields are sent to the Executive District Officer (EDO)/DEO through the PBM-DO
* The EDO/DEO shares the Forms with concerned Circle Assistant District Officers (ADO)/ Assistant Education Officers (AEO). The Circle ADOs/ AEOs distribute the Forms in relevant Schools falling under their respective jurisdiction
* Within school, teachers at each grade confirm that children are admitted in the school by filling out the corresponding space in Form (CSP-53). In case the school has designated one person to complete the Form, s/he will complete the Form by coordinating with respective teachers
* After organizing the information and putting the name and signature of the authorized person, the Schools submit the completed Forms to concerned Circle ADO/AEO;
* The ADOs/AEOs submit the complete record back to the office of EDO/DEO;
* PBM-DO collects the completed Forms from the EDO/DEO and enters the data into the MIS or sends it back to the PBM Head Office if data entry is being undertaken at the central level
* After consolidating the information in the MIS, PBM Head Office generates the CSP-54: Education Compliance Form - Verification of Attendance.
* MIS will allow to store the scanned forms for audit purpose

# 9.3. Special Admission Verification

Those members, who were classified as restricted, may become active once they reach 5 years old and submit the corresponding admission certificate. For these cases, it is necessary to fill out the information in the Form CSP-53.1: New children reporting admission by UC level.

The steps undertaken during this process are listed below:

* The MIS at UC level generates the list of children who turn 5 years and the PBM Head office is responsible for distributing these lists to PBM-DO
* For using these lists, CSP-PMU will train “Master-trainers” and PBM-DO will prepare all the logistic plans
* PBM-DO will mobilize families and households who need to update the information related to the school that the child will be registered in
* Public campaigns will be carried out with the objective to persuade the household representatives to approach the PBM offices in order to complete the CSP-53.1 form. The household representative must have the admission certificate.
* Once the special admission process has been carried out, information from the forms is entered into the MIS to proceed to the consolidation and processing of it. This information will be used for the compliance list of attendance.

# 9.4. Attendance Verification

This process begins upon receipt of admission verification through CSP-53 form and data entry in the MIS. Following, the process is detailed:

* PBM Head Office is responsible for printing the school wise lists of beneficiary children status of attendance in the preceding quarter. The instrument used for this purpose is the CSP–54: Education Compliance Form- Verification of Attendance. These forms will be sent to each participating school 3 times per year through the PBM-DO.
* Upon receipt of Form CSP-54, the PBM-DO will ensure the delivery to the corresponding schools following the same route used for CSP-53 i.e. through EDOs/DEOs and their subordinate staff. Forms must reach the schools before the respective term ends
* The schools will send back the completed Forms using the same channel. The PBM-DO will be responsible to collect the completed Forms for each term from the EDO/DEO as per agreed schedule
* After completing final screening, the PBM-DO will organize the Forms and send them to PBM Head Office for entry in the MIS and data consolidation.
* The PMB Head Office generates and prints the payment lists according to the education compliance.

# 9.5 Data fields in CSP-53 form

* Admission Verification Form
  + Province:
  + District:
  + Tehsil:
  + Union Council:
  + Academic Year:
  + Name of School:
  + School Code:
  + Zone:
    - S.No
    - Admission S.No
    - Name Student
    - Father Name
    - Father CNIC
    - Date of Birth
    - Class
    - Admission
    - If No Reason
* Attendance Verification Form

# 9.6. Relevant Experience

Workplains has developed a similar module for IRC – IVAP (MIS) for the verification of households. See IVAP case study included in this proposal for more detail.

10. Payments



# 10.1. Objective

At the end of compliance verification, the PBM Head Office generates and prints the payment lists according to the education compliance.

The MIS will contain the detail how and when payments will be processed. Currently payments are processed through POST.

# 10.2. Payment Rules

The beneficiary families eligible for payments according to the following rule:

* Households classified as living under the poverty cut-off level. During targeting, data is collected for each household for PMT calculation
* The beneficiaries have healthy children between the age of above 4 and below 15 years by enrolment time and are attending primary school as well as children of the same age group but declared disabled/chronically ill at the time of enrolment process. The healthy children have been admitted in the primary school duly validated by admission certificates provided at the time of enrolment and attached with the Enrolment Forms. The category of disabled/chronically ill children duly validated through appropriate certification issued by a competent authority and attached with Enrolment Forms shall be exempted from the condition of school admission. Families that belong to selected households are identified as beneficiaries.

The above rule will guide the calculation of the amount of the first payment to the beneficiaries in line with the following yardstick:

* Rs. 300/- per month for one child;
* Rs. 600/- if the family has two or more children of school going age; and
* Disabled/chronically ill as well as healthy children of school going age are considered in the calculation for benefits.

Out of MIS, the CSP PMU will produce the List of Beneficiaries by District, Tehsil, and Union council. Among others, the list will indicate:

* The name of the POST branch and its address where the payment has been transferred;
* Payment collection date so that the beneficiary could go to the bank branch and collect the payment;
* The MIS will generate the list village-wise and this list will be dispatched to the concerned PBM district office

# 10.3. Subsequent payments Rules

The MIS will calculate the benefit to be received by each household or family according to the enrolment phase[[1]](#footnote-1) using the information collected through ***Form CSP-53: Verification of Admission and Form CSP-54: Verification of Attendance****.* The MIS will calculate payments according to the following rules:

## 10.3.1. For hard conditions:

* Disabled/chronically ill children will be considered as if they fully complied with conditions i.e. admission in schools, and minimum of 80% attendance;
* If two or more children fail to meet either of the following conditions i.e. child is not admitted or has not complied with at least 80% attendance then total amount of benefit will be suspended;
* If only one child among two or more fail to meet either of the following conditions i.e. child is not admitted or has not complied with at least 80% attendance, the payment will include amount for only one child (Rs. 300/month);
* If household has only one child of school going age and fails to meet either of the two conditions, then entire benefit is suspended.

## 10.3.2. For soft conditions:

* Disabled/chronically ill children will be considered as if they fully complied with the first condition i.e. admission in schools;
* If two or more children are not admitted in the school, then total benefit is suspended;
* If one child among two or more is not admitted in the school, the payment will include amount for only one child (Rs. 300/month);

If household has only one child of school going age, and is not admitted in the school, then entire benefit is suspended.

# 10.4. Data Fields

* Post Office wise District Disbursement Details (Payment form 3)
  + Province Name:
  + District Name:
  + GPO Name:
    - S.N o
    - Post Office Name
    - Total Beneficiaries to be Paid
    - Amount
    - Remarks
* Post Office wise Beneficiaries Details (Payment form 4)
  + Province Name:
  + Post Office Name:
  + District Name:
  + Tehsil Name:
  + Province Name:
  + Duration:
    - From dd-mm-yyyy
    - To dd-mm-yyyy
  + UC Name:
    - S.No
    - FSP A/C No
    - Beneficiaries Name
    - Beneficiaries Father Name
    - CNIC No.
    - Payment No
    - Amount
  + Signature /Thumb Impression
  + Disbursement Date

11. Case Management (Update)



# 11.1. Objective

During the course of Programme implementation, it is possible that household information changes and diverges from what has been recorded by the PBM. . For the purpose of monitoring the compliance and payment processes, it is essential to regularly update such a change of information. The beneficiary household has the obligation to provide an update of information to the PBM by using the Beneficiary Information Update Form.

# 11.2. Functional Detail

Different types of updates will be provided by MIS:

* Increase/decrease in number of children between 5 and 14 years of age
* Change of school
* Change of household/family’s address on account of migration within the district or outside the district
* Change of the payee in the household/family

The process to update the information is the following:

* The information update forms are generated and printed every four months at PBM-DO and then distributed to the UC
* The beneficiary himself/herself or any adult member of the household can file the Information Update case by completing and submitting the *Beneficiary Information Update Form* to the respective PBM-DO
* Upon reviewing the completed form supported by attachments, the PBM-DO will issue a receipt to the Applicant
* The PBM-DO will compile such cases on a fortnightly basis and send them as a batch to PBM-PO for further processing
* Within PBM-PO, the designated officer will examine the legitimacy of the attachments and if satisfied, approve the changes. In case of any doubt, s/he forwards the case to the PBM-DO for verification of facts and sending a written report. The PBM-PO must resolve the Information Update cases within 30 days after the receipt of the Forms by PBM-DO;
* The PBM-PO will enter the approved changes in the MIS and notify CSP-PMU on monthly basis

# 11.3. Data Entry Form (CSP-56)

CSP-56 form has been developed for information update. CPS-MIS will provide the same form in electronic format.

# 11.4. Relevant Experience

Workplains has successfully deployed case management system for Watan Card phase II project for IOM, IRC and UNHCR.

12. Case Management (Grievance and Appeal)



# 12.1. Objective

Using the Grievance Redressal Form, during the course of Programme implementation, beneficiaries may submit grievances related to a) payments; and b) quality of Programme services.

# 12.2. Functional Detail

## 12.2.1. Grievances Redressal

The first type of grievances refers to payments. For example, it is possible that the household has complied with the conditions but has been subjected to incorrect suspension of payment. One possible reason for such an eventuality could be data entry error and hence the beneficiary has the right to request the redressal of error.

The second type of grievances refers to the quality of services provided by schools and/or payment agencies through their respective staff. Likewise, the Programme management within PBM, Union Councils etc could also be a party in quality of services and the beneficiaries have the right to file such grievances for their redressal.

The systematic process of filing the grievance cases is as follows:

* The Grievances Redressal Forms are generated and printed every three months at PBM-DO and then distributed to the UC;
* In order to ensure an easy access to Grievance Redressal Forms, these can be collected by the beneficiary household from respective Union Council Offices and PBM- DO;
* The beneficiary himself/herself or any adult member of the household can file a grievance case by completing and submitting the Grievance Redressal Form to the PBM-DO and in case required to PBM-PO (for issues related to behavior and case management of the PBM-DO). The applicant may attach any relevant document supporting the case, such as admission certificates of children (between 5-14 years of age) not registered in the Programme; disability/critical illness certificates of any child (between 5-14 years of age) considered as “out of school” by the Programme;
* The PBM-DO/PBM-PO will issue a receipt of the Grievance Redressal Form to the applicant;
* The PBM-DO will compile grievances on a monthly basis and then send the forms to the PBM-PO;
* The PBM-PO will ensure the data entry of Grievance Redressal Forms into the MIS, in order to make an inventory of the type of grievances received;
* Depending upon the nature of grievances, the PBM-PO will supervise a rapid investigation to come up with options for resolution through engaging the relevant organizations.

## 12.2.2. Appeals

After the targeting process is completed, the list of potential beneficiaries will be published. Households, who feel they have been unfairly excluded as beneficiaries and believe they meet the criteria established, can submit an appeal to the Programme officers using the *Eligibility Appeal Process Form*, clearly stating the reasons for appealing.

The appeal process to be followed is described below:

* The appeal process can be initiated once the “selected beneficiary list” is published. The period for appealing lasts 3 months
* The appeal forms are generated and printed at PBM-DO and then distributed to the UC;
* In order to ensure an easy access to Appeal Process Forms for interested households, these should be available at the respective Union Council Offices and PBM-DO
* The appellant must attach the evidence/documents to validate the grounds of appeal. These verifying documents can be: Household Head’s CNIC; BISP/POVERTY DATA passbook; birth certificates and admission certificates for children between 5-14 years;
* The appeal of the household should always be accompanied by a new Targeting Form CSP-51 for the subsequent verification of the PMT. This is a mandatory requirement in the case the appeal is accepted by the Programme, so that the household can participate in the enrolment process;
* When the appeal form and targeting form are filled out, the officer of the Programme (UC or PBM-DO) will issue a receipt to the Appellant.
* The PBM-DO will compile appeal cases on a monthly basis. During this period, it is required to undertake individual assessment of each case vis-à-vis the Programme eligibility criteria;
* Upon completion of the abovementioned requirements, the PBM-DO has to forward the appeal cases to the PBM-PO;
* In the PBM-PO, the MIS runs the PMT formula, considering the information gathered in the new CSP-51 targeting form for each applicant household. The eligibility criteria imposed by the Programme is verified.
* The PBM-PO will enter the appeal case into the MIS and notify the PBM-DO on the final decision. The process of verification and validation is done before the payment;
* The PBM-DO will forward the final decision to the applicant through the respective UCs. The final resolution of all appeals and the intimation of the final decision to the appellants should not exceed 70 days from the day of receipt of the appeals. The final decision could be: appeal accepted or appeal rejected;
* If the established eligibility criteria for the CSP are not met, the household will not be declared as eligible and the appeal will be rejected;
* If it is found that the household intends to alter the documents or deceive the Programme, the household will be excluded from the Programme and the appeal will be rejected;
* In case the appeal is accepted, the PBM-DO will arrange the completion of the CSP-52: Enrolment Form of the beneficiary household, for identifying beneficiary families in accordance with Programme rules.
* The new Enrolment Forms will be sent to the PBM-PO for the entry of data into the MIS. Within PBM-PO, the officers will ensure that these new beneficiaries have correct information on the admission of children in school and that payment agency details are included in the payment lists of the on-going quarter, so that their payments can be released together with existing beneficiaries.

# 12.4. Data Entry Form (CSP-58, CSP-59)

CSP-58 and CSP59 forms have been developed for Appeals and Grievances. CSP-MIS will provide the same forms in electronic format.

13. Monitoring and Evaluation



# 13.1. Objective

Monitoring and evaluation of procedures are fundamental tools to gather information, measure and evaluate the progress attained in terms of activities and meeting the goals.

The monitoring and evaluation system includes two aspects:

* Process monitoring or internal follow-up ;
* External monitoring: Operational spot checks and financial auditing;

These components provide useful and valid information for the several implementation stages. They indicate the level of performance and the degree to which the project fulfills the intended objectives and goals.

# 13.2. Functionality

Most of the work in this phase is of physical nature but MIS will help to generate required reports and update house hold information where required.

14. Supporting Components

# 14.1. CSP-MIS Admin Module

CSP-MIS Admin module will provide the administration and configuration required in the MIS. This module will be handled by CPS-MIS administrator for the smooth functioning of CSP. This module will contain the following:

* Users Management
* Departments/Offices Management
* Access Rights
* Manage lists of locations ( District, Tehsils, UC, Villages)
* Management of Participating Schools
* Donor Agency
* Criteria Settings
  + Coverage Area Management
  + Eligibility Criteria
  + Education Conditions for CSP
  + Hard Conditions Management
  + Soft Condition Management
* Cash Benefits settings
* Delivery Mechanism settings
* Payment Formula Settings
* Programme Exit Settings
* Workflow Settings
* GIS Coordinates

# 14.2. Reports and Indicators

Each module of CSP-MIS will be capable to generate Reports.

## 14.2.1. Table and Charts

A detail analysis tool will be provided to generate reports as per the given criteria. Generated reports can be viewed in tabular and graphical formats.

## 14.2.2. Levels of Reports

Analysis Report will provide three level s (drill down) of report for selected indicator (Annexure contains different reports samples generated from IVAP and CCCM systems):

1. First Level – District Level report showing counts
2. Second Level – List of households
3. Third Level – house hold information

## 14.2.3. Criteria Builder

Advance criteria builder will be provided to prepare complex queries for generation of reports. See Annexure-C for sample from CCCM system.

## 14.2.4. Export Options

Report will provide functionality to export the information in Excel format.

## 14.2.5. Relevant Experience

Workplains has completed several projects providing powerful reporting tools. IVAP and CCCM projects can be reviewed for reference.

# 14.3. Data Import

CSP-MIS will provide the data import utility from other Social sector organizations like Benazir Income Support Program (BISP), NADRA etc.

Format and import protocols will be analyzed and defined during the system analysis and design phases.

# 14.4. SMS Module

This module will allow sending the SMS to beneficiary. This module will be integrated with other modules to notify beneficiary about availability of payments and other important details.

CSP-MIS will provide the complete functionality for the generation of SMS. PBM will provide the necessary arrangement regarding the SMS service which includes:

* Agreement with SMS Service Provider
* Required Hardware/Gadget (e.g. EDGE/GPRS module)
* Short Code number for SMS
* Budget for SMS services

# 14.5. CNIC Verification from NADRA

CSP-MIS will provide the functionality to verify CNIC of household members from NADRA. In this regard, CPS-MIS will provide all the necessary functionality. PBM will do the necessary agreement with NADRA for the verification of CNIC. After this agreement NADRA will provide mechanism for CNIC verification. Verification fee, if charged by NADRA, will be handled by PBM.

# 14.6. Email Notifications and Mail Merge

CSP-MIS will provide the functionality of Email notifications. These email notification will be configured for different events. Templates and recipients for email and mail merge will be defined during requirement analysis phase.

PBM will provide the required email server credentials for the configuration of email for CSP-MIS.

# 14.7. Document Management (File Scanning)

A document management module will be provided with CSP-MIS. In which scanned files and other electronic documents can be attached. These scanned files can be used for audit purpose. Each case or household may have its own folder to attach file like email attachments.

# 14.8. GIS Component

CSP-MIS GIS component will provide GIS mapping of the available reports and indicators. Workplains has very good experience in GIS reporting in the CCCM project for Flood 2010. Google maps will be used for information mapping. See annexure C for sample.

GIS module can produce great impact and interactive reporting. This will allow the geographical analysis of beneficiaries for any selected indicator.

# 14.9. Data Entry and Data Migration

Data Entry and Migration from existing system will be analyzed in detail during requirement analysis study. Existing data will be analyzed in both Quantitative and Qualitative terms and data migration plan for PBM will be included in the SRS document.

# 14.10. Workflow

CSP-MIS will provide a mechanism for verification and approval of all the new and modified cases. Workflow i.e. setting of verification and approval will be configured from admin module. Verification and approval process will help in improving the quality of data.

# 14.11. Decentralized Components

Some of data entry components of CSP-MIS will be deployed in some districts where proper Internet connections are not available. Entered data will be imported in the main CSP-MIS system after periodic time period. Requirement of these components will be analyzed in detail during requirement analysis phase.

# 14.12. CSP-MIS Documentations

Following documents will be developed:

* Users Manuals
* System Administration
* DBA Guide
* Application and database setup user guide

15. Compliance and Capabilities

# 15.1. Project Planning and Initiation

Before starting the project, Workplains will perform the following activities and prepare a report on Project Planning and Initiation:

* Prepare project charter
* Assemble project team
* Identify project steering committee
* Project kick-off

The project Planning and Initiation report may include the detail on followings:

* Project Overview
  + Purpose, Scope, and Objectives
  + Assumptions and Constraints
  + Project Deliverables
  + Evolution of the Plan
  + References
  + Definitions and Acronyms
* Project Organization
  + External Interfaces
  + Internal Structure
  + Roles and Responsibilities
  + Stakeholder Analysis
  + Steering Committee
* Managerial Process Plans
  + Start up Plan
    - Estimates
    - Staffing
    - Resource Acquisition
    - Project Staff Training
  + Work Plan
    - Work Breakdown Structure
    - Resource Allocation
  + Project Tracking Plan
    - Requirements Management
    - Schedule Control
    - Quality Control
    - Reporting
  + Risk Management Plan
  + Project Closeout Plan

# 15.2. System Requirement Study/Gap Analysts, Need Assessment and Risk Analysis

Workplains will conduct a detailed gap analysis between proposed system and that currently in practice. This study may include

* General Description
* Product Perspective
* Product Functions
* User Characteristics
* General Constraints
* Assumptions And Dependencies
* Specific Requirements
  + External Interface Requirements
  + User Interfaces
  + Hardware Interfaces
  + Software Interfaces
  + Communications Interfaces
* Functional Requirements
* Gap Analysis With Existing System
* Quantitative and Qualitative Analysis of Existing data
  + Migration Plan
* Make Risk Analysis and Mitigation Strategy
* Use Cases
* Non-Functional Requirements
  + Performance
  + Reliability
  + Availability
  + Security
  + Maintainability
  + Portability
* Design Constraints
* Logical Database Requirements
* Other Requirements
* Analysis Models
  + Sequence Diagrams
  + Data Flow Diagrams (DFD)
  + State-Transition Diagrams (STD)
* Change Management Process
* Finalizing Software Requirement Specification (SRS)

All the new changes and requests after the approval SRS will require a change control process and if impact of new change is high then decision from project steering committee may be needed. Template for change control request is attached Annexure-K.

# 15.3. System Design

After finalization of SRS document, System Design document will be prepared which may include the following:

* Entity Relationship Diagram (ERD) based on the SRS & Gap document
* Data flows Diagrams (DFDs) & data dictionary
* Object Model diagram
* Prepare and finalize System Design document (SOD) for approval
* Propose Deployment Strategy

# 15.4. Information Security:

Standards ISO 27001 and BS 7799-3: 2006 will be followed for the development of CSP Management Information System and other automation modules. All dimensions of the security will be addressed during the Software Development Lifecycle. Workplains would recommend the following vulnerabilities checklist to ensure the Information Security during SDLC:

### 15.4.1. Controls over data handling

* Are inventories kept up-to-date?
* Is there an inventory for physical media, especially those that may contain sensitive corporate data?
* Can an authorized user simply put a diskette in his or her pocket and walk out of the building? How is paper eliminated from the office space?
* Are shredders used to make removal of sensitive documents from trash cans more difficult?

### 15.4.2. Weak or missing physical controls

* Are key elements of a network located in a shared location?
* Does the organization require employee identification badges to be worn?
* More importantly, if employees notice someone walking around the building without a badge, are they trained to question the person or bring his or her presence to someone's attention?

### 15.4.3. Inadequate procedural controls

Clear, concise, written procedures can help to eliminate confusion over specific processes and to ensure that management security objectives are implemented. They can also help to fill voids when trained personnel leave the company or move to other positions. The problem is that many people do not like to write down procedures, and many descriptions are written without the procedures being fully implemented.

### 15.4.4. Programming practices

For years the practice of writing backdoors into software programs to enable programmers to enter and fix problems later has been followed. This practice creates two major problems. First, programmers sometimes forget to remove these backdoors prior to code being shipped. Second, backdoors are an avenue that many would-be attackers search for and like to use to gain unauthorized access to systems. Software programs need to be written with security as part of the foundation, which includes the use of sound programming practices.

### 15.4.5. Operating system weaknesses

The biggest security challenge for most system administrators is keeping up with the latest patches for operating systems. This is a real challenge for software vendors as well, because resource-sharing functions typically contradict the security requirements. Therefore, a tradeoff is typically made to try and balance the two. Operating systems need to be hardened before being placed on production systems. Once they become operational, system administrators need to remain vigilant, watching for new vulnerabilities and patches as they may be discovered. Teamwork between system administrators, the security community, and vendors is the best way to guard against operating system weaknesses.

# 15.5. Search Capability

A Comprehensive search utility will be provided throughout the system which will ensure role and user-access based search of content

# 15.6. Integration

Architecture of the solution and corresponding technologies will ensure integration with legacy systems as and when the need arises. System will be capable of integration with any open architecture system.

# 15.7. Automatic Notifications and Triggers

System will generate notifications and triggers to be sent to users based on process flow and user roles.

# 15.8. Audit Trail

System will be able to keep track of any kind of even crop up in the system, i.e., insertion, deletion, updating, approvals etc. System will also be able to track the user and machines from where the event transpires. No data will be deleted physically from the database.

# 15.9. Portability of Solution

Server will base on .NET Windows technologies. Therefore server must reside on Windows Server series. All the end user application will be developed as web/browser based therefore the client end will be compatible with all prevalent platforms including Linux, Apple MAC, UNIX, Sun Solaris etc. with all the popular web browsers.

# 15.10. Integration, Expansion & Scalability

CSP-MIS will be designed to be scalable for any expansions in the software that might be necessary in the future as the system expands. Due to the Workplains workflow/BPM suites modularized approach, the solution will be able to integrate the new modules with relative ease.

# 15.11. Documentations

Following documents will be provided for the developed application in each phase:

* Users Manuals
* System Administration
* DBA Guide
* Application and database setup user guide

# 15.12. Performance requirements

CSP-MIS performance will be able to produce availability, speed, accuracy, reliability in proposed working hours for about 500 users at a time with extensive data sharing and live data update and information retrieval. Web based system will provide ultimate response time for operations to be supported.

# 15.13. Safety requirements

CSP-MIS will be designed to identify the hazard, assess the risk associated with the hazard, control the risk, review the process which are possible loss, damage, or harm to data, information and structure. Proper user and group policies will be implemented at software level.

# 5.14. Security requirements

CSP-MIS software will be integrated with security barrier and firewalls so that any accidental or malicious access, use, modification, destruction, or disclosure may not be possible by any intruder as all data is highly classified and restricted in nature .The integrity or privacy of system as well as data must be adhered through logical checks . Issues that affect the use of the product and protection of the data used or created by the product. Utilize certain crypto graphical techniques (SSL) will be recommended.

# 15.15. Technical Training of all the Concerned Tools and Technologies

This includes (development level & automated testing level) training of technical staff in all the tools and technologies relevant to the project. The provision of training material and technical documentation (hard copies) is the responsibility of PBM.

We will undertake different training sessions in all phases to make the end users, solution administrators and system administrators understand not only the day to day work they will be involved in. The different processes involved will be

* Technical Training to End Users l Technical People.
* Operational training for End Users.
* Training to Higher Management
* Training manuals
* Computer Based Training (CBT) for end user.

# 15.16. End User Training Sessions and Tutorials

PBM will also arrange the classroom training for the end users at its own premises. This type of training will be conducted after the Implementation of the project so user should be familiar with the application. The courses are listed below

* The layout of the application.
* The application workflow.
* Module descriptions and functionality.
* How to achieve a desired objective in the application.
* Problem resolution.

# 15.17. Software after Complete Testing and Bug-Fixing

We will deliver the fully functional software along with complete & executable Source Code of the solutions after removing bugs/defects, successful testing and up-gradation.

# 15.18. Disaster Recovery Strategy

We will provide disaster recovery strategy to overcome the disasters and to continue the operation without inconsistency.

# 15.19. Project Management and Reporting

A Project Manager will be designated from Workplains for this project who will report to the PBM designated officer(s). This person will be the primary contact for the Project and will be responsible for ensuring timely completion of deliverables, oversee project implementation, manage the technical support during configuration and implementation, manage and coordinate the implementation of system changes, conduct fortnightly meetings and address any other concerns or issues the Project may have.

During the status meetings, the Project Manager will share the progress of the project on the following lines:

* Status of deliverables.
* Problem faced or delays occurred along with the causes and solutions.
* Status of requested changes.
* Provision of updated statistics on the key perfonnance indicators as agreed.

Template for project status report is attached at Annexure-J.

# 15.20. Tools and Technologies

Following tools and technologies will be used for the development of CSP-MIS components:

* Microsoft Visual Studio 2010
  + C#
  + ASP.NET
  + AJAX / JQuery
* .NET Framework 3.5/4.0
* Microsoft SQL Server 2005/2008
* Telerik Reporting (if needed)
* Google Maps
* Microsoft Office 2007

These will be described in detail in SRS document.

# 15.21. Deployment of CSP-MIS

Workplains will be responsible for transferring system operation to the PBM at the end of the resulting contract with complete and up-to-date source code files in CD including customized components.

Workplains will thoroughly train the PBM' s CSP, IT staff and key user staff before the system transfer. Full system documentation will be delivered to the PBM.

16. Recommended Hardware & Licensed Software

The detail requirement of Hardware and Software will be assessed in the first phase, during the requirement analysis, of the project.

Following items should be required for the execution of proposed IT system:

* Server Machines (For both database and application)
* Server Operating System
* Online Hosting platform / Server Room
* Licensed Database Software
* Anti Virus / Security Tool
* Workstation Computers
* Internet Services

# 16.1. Hardware Requirements:

## 16.1.1. Server Machines

Minimum 4 server machines would be required:

1. Database Server
2. Application Server
3. Domain Server
4. Mail Server

## 16.1.2. Recommended Specification of Server Machines

PROCESSOR: **INTEL PROCESSOR XEON 3.2GHZx2**

CHIPSET: **INTEL CHIPSET E7520**

FORM FACTOR **2U RACK HIEGHT**

MEMORY: **4GB ECC DDR2 RAM**

HARD DRIVE: **1 TB x 2 and Backup Drive**

VIDEO: **ATI RADEON 7000M**

NETWORK INTERFACE: **DUAL EMBEDDED INTEL GIGABIT NICs**

OPTICAL DRIVE: **DVD-ROM**

POWER SUPPLY: **700 WATTS**

## 16.1.3. Server Room Components

1. Server Rack
2. KVM Switch
3. Cisco ASA 5500 Series Firewall
4. Cisco 2600 Router

## 16.1.4. Workstation Machines

Workstation machines would be required for each user. Following are the minimum hardware specification for the workstation machines:

PROCESSOR: **INTEL Dual Core 2.0 MHz (or above)**

CHIPSET: **INTEL MOTHERBOARD CHIPSET**

MEMORY: **512 MB RAM (or above)**

HARD DRIVE: **80 GB**

SUPPORTED: **IDE/SATA/SCSI**

OPTICAL DRIVE: **OPTIONAL**

## 16.1.5. Printers and Scanners

1 scanner and 1 printer are recommended for each office.

* Network printers would be required for the printing of reports and documents.
* Heavy Duty scanners would be required for the scanning of important documents.

# 16.2. Software Requirements (OS, Databases, Licensed Software):

Workflow/ BPM Suite and PMS have been tested for the following software applications:

## 16.2.1. Databases:

Workplains Workflow/ BPM Suite supports following databases.

* + SQL Server 2005/2008

## 16.2.2. Server Operating System (For Database and Applications)

Microsoft Windows 2003/2008 Enterprise Server

|  |  |
| --- | --- |
|  | **Recommended** |
| **Operating System** | Windows 2008 Enterprise Server |
| **Service Pack** | Latest |
| **Internet Information Server** | IIS 6.0 |
| **Internet Explorer** | Latest |
| **Microsoft Office** | Office 2007 |
| **Latest Security Patch and Latest Updates** | Strongly Recommended |

## 16.2.3. Workstation Client Machines

|  |  |
| --- | --- |
|  | **Recommended** |
| **Operating System** | Microsoft Windows 7 Ultimate,  Microsoft Windows XP Professional |
| **Service Pack** | Latest |
| **Browser** | Latest Internet Explorer |
| **Microsoft Office** | Office 2007 |
| **Latest Security Patch** | Strongly Recommended |

# 16.3. System Compatibility with other software

* Microsoft Exchange Server
* Microsoft Office 2003 / 2007 / 2010
* Microsoft InfoPath, Microsoft Visio, Microsoft Project
* Microsoft Internet Explorer 8.0 and above
* Google Chrome and Mozilla Firefox
* Microsoft Share point Portal Server
* Microsoft BizTalk Server
* Supporting Email Protocols (SMTP/POP3/MAPI)
* Supporting Internet Protocols HTTP/HTTPS (SSL 128bit Encryption)
* Microsoft SQL Server 7.0 / 2000 / 2005 / 2008
* Oracle 10g / 9i / 8i
* Crystal Reports
* Telerik Reporting

# 16.4. Recommendations for Network

The computer network is the back bone of all data transfer between the users. It is recommended that following steps are ensured to better manage the network and making it secure at the same time once the software is installed and ready for mass deployment.

## 16.4.1. Network/IT Policy:

It is highly recommended that a detailed IT/Network policy is implemented at the earliest to secure the network against viruses and intruders. Network Policy is also essential to establish a rule based environment of users to ensure that indented computer network or computers are used as per the desire of the higher management. This will minimize use of unauthorized software and minimize misuse of computers. Network/IT Policy should cover the following:

* Network Security issues are pointed out and implementation plan for new security measures are listed covering all areas from software security to hardware and physical security.
* Rules are listed for users according to privileges. This can be done by ensuring that different users groups are created with a view to privileges.
* It is important to list Internet and email rules with a view to secure the network from intruders and sharing of confidential data. Define a baseline level of Network security for any internet – facing computers in the perimeter network. PBM can install different software’s to manage internet on the same network while making it secure by using different proxy servers. Microsoft ISA server is recommended for this role and can be implemented by Workplains system administrator if required.
* General hardware handling points should also be listed in the policy which will ensure computers are kept in good condition and used in proper manner. All computers should be sealed with stickers to ensure computers are not opened manually by users.
* Staff training should also be made part of the policy and ensured that all staff trained to the minimum level.

## 16.4.2. Operating System Security Measures

It is noted during the study that almost all the domain controller servers installed at PBM configured on default security settings. This poses a large security risk and a potential financial loss for the entire organization. The impact of a malicious attacker or virus could result in a denial of service (DoS) attack, which would make certain servers or machines are unavailable for use to the users. In the worst case, such an attack could compromise confidential information. It is vital that security measures are taken to ensure due to these security issues is not compromised in any way. Workplains recommend the following to minimize the security risk:

* The computers running Microsoft® Windows Server™ 2000/2003/2008 should be secured to the highest possible level, while maintaining a balance of usability based on the client operating systems and other applications in the environment. All of the critical server roles in the organization should be addressed in a manner that has been thoroughly tested, is easy to deploy and operate in the long term, and is supportable by Microsoft and other application vendors.
* In order to implement the appropriate security settings for operating system/network, the responsibilities and usage patterns of user groups within the enterprise should be defined keeping in view future expansion of the network and other development plan. Recommended Network administration/user groups structure is as follows:

## 16.4.3. Domain Administrators:

A domain administration group that is primarily responsible for directory services.

## 16.4.4. Forest Administrators:

The forest administrator is responsible for choosing the group to administer each domain. Because of the high – level access granted to the administrator for each domain, these administrators should be highly trusted individuals. The group performing domain administration controls the domains through the Domain Admin group and other built – in groups.

## 16.4.5. DNS Administrators:

The Domain Name System (DNS) administrator group is responsible for completing the DNS design and managing the DNS infrastructure. The DNS administrator manages the DNS infrastructure through the DNS Admin group.

## 16.4.6. OU Administrators:

The organizational unit (OU) administrator designates a group or individual as a manager for each OU. Each OU administrator is responsible for managing the data stored within the assigned Microsoft Active Directory® OU. These groups can control how administration is delegated, and how policy is applied to objects within their OU. In addition, OU administrators can also create new sub trees and delegate administration of the OU for which they are responsible.

## 16.4.7. Infrastructure Server Administrators:

The group responsible for infrastructure server administration is responsible for managing the Windows Internet Name Service (WINS), Dynamic Host Configuration Protocol (DHCP), and potentially the DNS infrastructure. In many cases, the group handling domain management will manage the DNS infrastructure because Active Directory is integrated with DNS and is stored and managed on the domain controllers.

## 16.4.8. IT Operations:

IT Operations is the group responsible for the ongoing maintenance of the environment. They may be responsible for critical details such as backup and recovery, monitoring and auditing, intrusion detection, or, in some cases, end – user support.

## 16.4.9. Business Unit Owners (Data Administrators):

Data Administrators are responsible for managing data stored in Active Directory or on computers joined to Active Directory. These administrators have no control over the configuration or delivery of the directory service. These may be individuals responsible for ensuring certain functionality or core business services — such as internal or external Web servers or accounting applications — are functioning and accessible.

## 16.4.10. **Important Security measures**

All server roles should be secured in a least privilege manner.

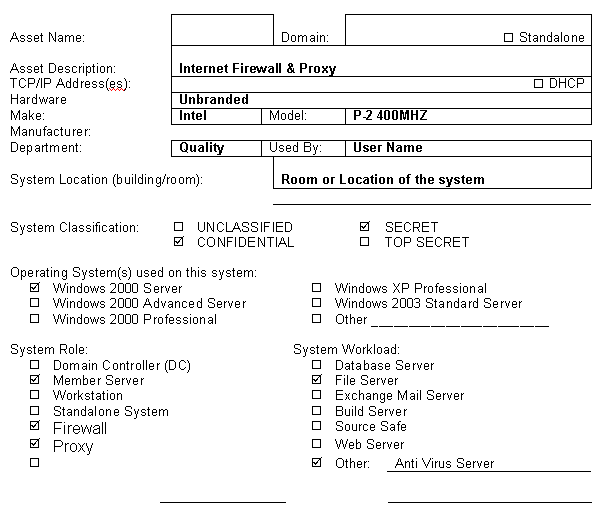
* Minimum list of services for the machine to perform its dedicated function should be enabled.
* A baseline policy Will be created that disables all unnecessary services. Manual effort should be required to create a server role policy that enables any services that could have a negative impact on the machine's security.
* All machines Will be protected from common Transmission Control Protocol/Internet Protocol (TCP/IP) DoS attacks.
* Network traffic should be protected without resulting in an impact on server performance or functionality.
* Users should be able to log on with a minimal impact on their experience.
* Domain Controllers should continue to replicate Active Directory information with no impact.
* Domain Controller File Replication should not be impacted.
* Name services continue to operate as expected.
* Unauthorized users should not be allowed to enumerate DNS information.
* DNS pollution, or DNS poisoning, Will be prevented.
* Unauthorized users should not be able to enumerate user accounts or shares on machines.
* Clients should continue to be able to receive a DHCP address.
* Clients should continue to be able to access file shares.
* File shares should be able to be published in Active Directory.
* Users should continue to be able to print and view print queues.
* Users should continue to be able to access IIS servers using http or https.
* NetBIOS traffic should be minimized.
* Monitoring capabilities should continue to function properly.
* Complex passwords should be implemented.
* The local accounts on all servers should be secured.
* Services should be configured to run with the least necessary privilege.
* Terminal Services should be utilized for all server based management functionality.

## 16.4.11. Network Administration

One system administrator dedicated to IT computer network at all times to ensure that Network/IT Policy is being implemented and no threads are visible to sensitive organizational data.

It is also recommended that all system administrators must document their network in proper manner i.e using different form and templates to gather information about the network.

Shown under is basic form that can be used as template to ensure that information regarding users and their operating system is available with the system administrator at all time:



17. Staff Assigned to the Project

# 17.1. Project Manager

**Bilal Manzoor**

**Designation in the company** Sr. Project Manager

**Role assigned in this project** Project Manager, Business Analyst

**Email**  [bilal.manzoor@workplains.com](mailto:bilal.manzoor@workplains.com)

**Mobile**  +92-300-5349404

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**Degree** MS (Project Management)

**Institution Name** SZABIST Islamabad

**Degree** M.Sc. (Computer Sciences)

**Institution Name** Quaid-i-Azam University Islamabad

Goal Driven Senior Project Manager with Broad IT 13 years experience in Fast-Paced, High Tech environment, expertise in Research, Product Development, Product Analysis, Design Architectures, Project Scheduling, Quality Management, Team Building, Support and Trouble Shooting. Effective in utilizing resources, increase quality and reduce cost.

**Experience:**

**Total IT Experience (Yrs): 13+**

**Company Name Workplains *(August 2010 – Present)***

**Designation** **/ Position** ManagerProjects

**Job Description:**

He is responsible for the successful planning, execution, monitoring, and control till the closure of the IT projects.

**Current Assignments: (as Project Manager)**

* HComms
* IVAP – IDPs Vulnerability Assessment and Profiling
* CCCM – Camps Coordination & Camps Management
* CARD System
* Assessment Libya (www.assessmentlibya.org):
* Procurement Management System and Automation of DP Navy:

**Company Name Electronic Government Directorate, Islamabad *(December 2006 – August 2010)***

**Designation** **/ Position** BPR Specialist

**Job Description:**

His primary duties at EGD included the study and analyze the Business Processes of different departments of Federal Government and carried out the researches regarding the execution of efficient and effective Business Processes similar to Processes of Government of Pakistan.

**Major Assignments:**

* Consultancy for Business Process Reengineering of Government of Pakistan’s Business Processes:
* Research on Business Process Modeling Tools:
* Consultancy for Welfare Services (Zakat):
* Consultancy of E-Procurement:
* E-Enablement of Establishment Division:
* Provision of e-Services at CDA, Islamabad:
* E-Enablement of Majlis-e-Shoora (National Assembly & Senate) for Facilitation of Parliamentarians: Consultancy for Formulating Projects for Online Services:
* Research and Analysis on implementation of “Tejari System” in Government of Pakistan:
* Development of PC-I for “E-Enablement of FIA”:
* Development of PC-I for “E-Office (Basic Common Applications) Replication at all Divisions of the Federal Government”:
* E-Office Replication at Finance Division (Pilot Stage):
* Research on E-Office/ERP implementation in Other Countries:
* Process Study - Sui Southern Gas Company and Hinopak Motors Limited, Karachi: Miscellaneous Assignments:
* Developed TORs & SOW for Consultancy for Welfare Services (Zakat)
* Developed Concept Paper for Pakistan Engineering Council (PEC)
* Developed TORs for Health Welfare Services
* Reviewed PC-I “Computerization of Counters” for Ministry of Postal Services
* Developed IT Operation Model for National Coordination Committee (NCC)
* Developed IT Operation Model for National Aligns Registration Authority (NARA)
* Developed IT Operation Model for Pakistan Institute of Parliamentary Services (PIPS)
* Research Paper on “Solution for Online Payments in Pakistan

**Company Name Workplains Pvt Ltd**

**(November 2002 – December 2006)**

**Designation** **/ Position** Development Manager

**Job Description** His main responsibility containing Management of BPM Product Development, Product Analysis, Architectural Design, Project Scheduling, Quality Management, Team Building, Support and Trouble Shooting. He developed a BPM product using Microsoft Latest Development Technologies including .NET. He worked on many other projects including Fatima Jinnah Examination System, Procurement system for Astra CMG Jakarta Indonesia, DGDP E-Office for Directorate General Defense Purchase, System Analysis for Ministry of Defense Production, System Analysis of Procurement system of Paktel and many more.

**Company Name Neonet Solutions**

**(November 2000 – November 2002)**

**Designation** **/ Position** Team Lead

**Job Description** He was involved in Initial Research, Analysis and Architectural Design of Biznetflow Suite. Responsible for Road maps, team building and time scheduling. Using Microsoft COM/COM+ technology he successfully managed and developed a comprehensive Workflow product within two years.

**Company Name Ultimus Pakistan**

**(October 1998 – November 2000)**

**Designation** **/ Position** Software Engineer

**Job Description** Started from Quality Control and Customer Support department and then promoted to Software Development department as Software Engineer. Here worked on many projects including Ultimus FloPro Examination System, Ultimus Reports and Localization of Ultimus Workflow Suite.

# 17.2. System Analyst

**Muhammad Asghar**

**Designation in the company** Sr. Software Engineer

**Role assigned in this project** System Analyst

**Email**  [muhammad.asghar@workplains.com](mailto:muhammad.asghar@workplains.com)

**Mobile**  +92 312 5091760

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**Degree** BS (CS)

**Year**  2002 - 2006

**Institution Name** Allama Iqbal Open University H-8 Islamabad

**Major/Minor** Computer Sciences

**Division/GPA** 1st Division

**Total IT Experience (Yrs):** 5 Years

**Company Name Workplains (May 2006 – Present)**

**Designation** **/ Position** Sr. Software Engineer

**Responsibilities include**

* Research on new technologies for new projects
* Proposing a better technology for the project
* Ensuring compliance with the established procedures
* Involvement in the Full Project Life Cycle
* Meeting the deadlines over deliverables
* Software Development and Database Design
* Involvement with Customer; sorting out issues and problems
* Communication and coordinating with team leader and development team members

**Major Assignments as Software Engineer**

* Business Process Management
* Business Process Reengineering System
* Organization Unit System
* [ERRA](http://www.erra.pk/) Reconstruction System 2006
* [ERRA](http://www.erra.pk/) House Hold System 2006
* NESPAK Construction and Rehabilitation System 2007 - 2008
* OMV Rest House Booking System 2009
* CMPak (Zong) Purchase Requisition System 2009
* OMV Leave Application System 2009
* CMPak (Zong) Leave Application System 2009
* CMPak (Zong) New Employee Setup System 2009
* PAKTEL Work Order System 2008
* Pakistan Air Force Posting System 2008
* Pakistan Army, Navy, Air Procurement System 2008 - 2010
* UNHCR, PDMA Internally Displaced Persons Vulnerability Assessment & Profiling System (<http://ivap.org.pk/>) 2010 - 2011
* UNHCR, PDMA Sindh Camp Coordination & Camp Management System (<http://cccm.com.pk/>) 2010 - 2011
* UNHCR, PDMA Sindh Village Coordination & Village Management System (<http://cccm.com.pk/>) 2010 - 2011
* Pakistan Air Force E-Procurement System
* Pakistan Army, Navy Budget System
* Pakistan Ministry of defense production E-office System
* Pakistan Ministry of defense production Budget System
* Pakistan Ministry of defense production Website (<http://www.dgdp.gov.pk>)
* Pakistan Ministry Of Defense Production Company Registration System
* Pakistan Ministry Of Defense Production Internal Office Note System
* Pakistan Ministry Of Defense Production File Tracking System
* OMV Equipment Failure System

# 17.3. Sr. Software Engineer

**Imran Khan**

**Designation in the company** Sr. Software Developer

**Role assigned in this project** Sr. Software Developer

**Email**  [imran.khan@workplains.com](mailto:imran.khan@workplains.com)

**Mobile**  0092-321-5824405

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**Degree**  BCS

**Year**  2007

**Institution Name** COMSATS

**Major/Minor** Computer Sciences

**Division/GPA**  3.85

**Experience**

**Total IT Experience (Yrs): 4 years**

**Company Name Workplains**

***(June 2010 – Present)***

***(September 2008 – May 2009)***

**Designation** **/ Position Software Engineer**

**Job Description** Main responsibility has been the development of the company’s flagship BPM product in .net technology and also time to time involvement in large project and several smaller projects also was involved with the support and services and development of the solutions.

**Major Assignments: (as Software Engineer)**

* IVAP – IDPs Vulnerability Assessment and Profiling
* CCCM – Camps Coordination & Camps Management
* CARD System
* Assessment Libya (www.assessmentlibya.org)
* Procurement Management System and Automation of DP Navy
* e-Office System for DGDP
* OMV BPM Processes

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**Company Name Advance Computing & Engineering Solutions**

***(May 2009 – May 2010)***

**Designation** **/ Position Web Engineer**

**Major Assignments:**

* PAF MES System
  + Contract Monitoring
  + Projects Monitoring Taken Over by MES over all Pakistan
  + Works Accounts Management system
  + User Management System

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**Company Name *360-Technologies***

***(March 2008 – September 2008)***

**Designation** **/ Position Programmer**

**Major Assignments:**

* Ultimate Schools Management System
* Students Management System (Rasull College Mandi Bahauddin)
* Travel and Tours Management System
* Medical Laboratory Management System

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# 17.4. Software Developer

**Aqeel Ahmed**

**Designation in the company** Software Developer

**Role assigned in this project** Software Developer

**Email**  [aqeel.ahmed@workplains.com](mailto:aqeel.ahmed@workplains.com)

**Mobile**  +92 300 5317195

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**Degree** M.Sc.

**Year**  2010

**Institution Name** Quaid-i-Azam University

**Major/Minor** Computer Sciences

**Division/GPA** 1st Division

**Total IT Experience (Yrs):** 1 Years

**Company Name Workplains (June 2010 – Present)**

**Designation** **/ Position** Software Engineer

**Major Assignments**

* IVAP – IDPs Vulnerability Assessment and Profiling
* CCCM – Camps Coordination & Camps Management
* CARD System
* CSPro PDA Applications
* Assessment Libya (www.assessmentlibya.org)
* Procurement Management System and Automation of DP Navy

# 17.5. Technical Writer / QAE

**Tahira Kauser**

**Designation in the company** Technical Writer

**Role assigned in this project** Technical Writer / QAE

**Email**  [Tahira.Kauser@workplains.com](mailto:Tahira.Kauser@workplains.com)

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**Degree** BS

**Year**  2010

**Institution Name** PMAS UAAR

**Major/Minor** Computer Sciences

# 17.6. Quality Assurance Engineer

**Muhammad Sajid**

**Designation in the company** Quality Assurance Engineer

**Role assigned in this project** Quality Assurance Engineer

**Email**  [muhammad.sajid@workplains.com](mailto:muhammad.sajid@workplains.com)

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**Degree** BS

**Year**  2010

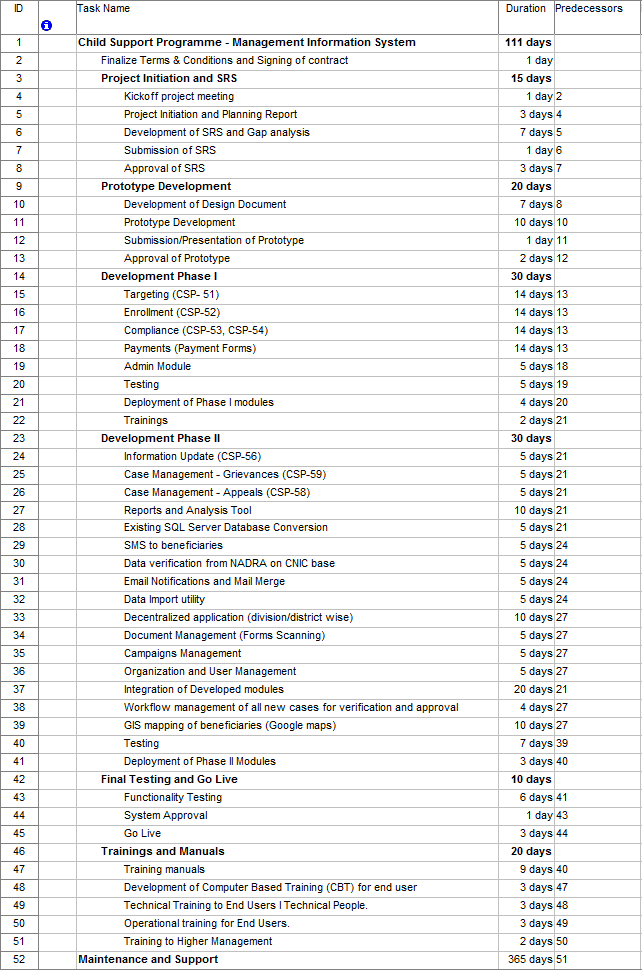
**Institution Name** NUST

**Major/Minor** Computer Sciences

**Division/GPA** 1st Division

**Total IT Experience (Yrs):** 1 Years

18. Project Management Plan



19. Maintenance and Support

Workplains Pvt. Ltd first line Support Engineers are backed up by our global team of support specialists and developers.

Workplains will provide free comprehensive Technical Support for the CSP-MIS. This support will include a Help Desk, online Help, online submission of error/bug reports, and technical user manuals and on site visit.

# **19.1. Technical and User Support Services**

Workplains specialists are at your service whether the problem is related to the use of solutions or to the project in hand. Workplains Clients want their projects to proceed smoothly and to be sure that any possible problems are solved without delay.

Users may call the local help-desk service at Workplains Pvt. Ltd whenever they have any Solution related questions. All the questions are logged, categorized and prioritized into the help-desk system guaranteeing that the question will be answered as soon as possible.

**On Site Support (Islamabad) (25 Visits)/Year**

**Phone Support (150 Calls)/Year**

For all Support call for Pakistan please call

**Workplains (Private) Limited Islamabad**

**+92-51-4101288**

**Email Support (500 Emails)/Year**

User may send email questions / comments to our Help-Desk email address. Questions through email are treated in the same way as telephone support.

##### [support@workplains.com](mailto:support@workplains.com)

# 19.2. Maintenance and Support Phase

Maintenance Support agreement will start after the completion of Training phase and it will remain valid for the **whole one year**. This maintenance agreement will applicable for all the developed and purchased components. Minor enhancements (if agreed) within the scope will cover within the maintenance agreement.

20. Hardware and Software Requirement

The detail requirement of Hardware and Software will be assessed in the Phase-I of the project (Requirement Analysis).

Following items should be required for the execution of proposed IT system:

* Server Machine (For both database and application)
* Server Operating System (Windows 2008 Server)
* Online Hosting platform with IIS and .NET Framework 3 and above
* Licensed Database Software (Microsoft SQL Server 2005/2008)
* Anti Virus / Security Tool
* Workstation Computers
* Internet Services
* Gadgets for SMS

21. General Terms and Conditions

The following basic principles would govern this assignment:

WORKPLAINS and the Humanitarian Organization would have access to confidential information made available by the other; each shall protect such confidential information in the same manner as it would protect its own confidential information of like kind.

CONFIDENTIAL INFORMATION

(A) DEFINITION. "Confidential Information" means all information related to the business of the disclosing party that may be obtained by the receiving party from any source as a result of this Agreement, provided that if written, the information is marked as proprietary or confidential, and if oral, shall be followed by a written summary of such oral communication within fifteen (15) days of the date of disclosure. Confidential Information includes (but is not limited to) source code, algorithms, concepts, pricing information, business methods, business and technical plans, research and test results, including the results of any performance or benchmark tests or demonstration of the Software.

(B) EXCEPTIONS. Confidential Information does not include information that the receiving party can demonstrate (i) is or becomes publicly available through no act or omission of the receiving party; (ii) the disclosing party discloses to a third party without restriction on further disclosure; (iii) is rightfully disclosed to the receiving party by a third party without restriction on disclosure; (iv) is independently developed by the receiving party without access to the disclosing party's Confidential Information; (v) is previously known to the receiving party without nondisclosure obligations; and (vi) is required to be disclosed pursuant to any court order provided that the receiving party shall advise the disclosing party of such request in time for the disclosing party to apply for legal protection.

(C) NONDISCLOSURE OBLIGATION. Each party agrees that it will not disclose to any third party any Confidential Information belonging to the other party without the other party's prior written consent. Each party agrees that it will not use the Confidential Information of the other party except as authorized in the Agreement. Each party further agrees that it will maintain the confidentiality of all Confidential Information of the other party and prevent the unauthorized disclosure or use of any Confidential Information by its clients, customers, employees, subcontractors or representatives. Each party further agrees to notify the other in writing of any misuse or misappropriation of the other party's Confidential Information that may come to its attention.

Upon final payment, Humanitarian Organization shall have a perpetual, non-transferable license to use, copy, and prepare derivative works for purposes of your internal business the deliverable items developed in the course of this engagement, whether jointly or individually. All other rights in the deliverable items and related intellectual property rights remain in and/or are assigned to us. Subject to our obligations of confidentiality, each of us shall be free to use the concepts, techniques, and know-how used and developed in the project. In any event, we shall continue to be free to perform similar services for our other clients using our general knowledge, skills, and experience. We warrant that our services will be performed in a professional and workman like manner in accordance with applicable professional standards, and we will re-perform any work not in compliance with this warranty brought to our attention within thirty days after the work is performed. However, we do not warrant, nor will we be responsible for, the performance of any third-party products or services. Your sole and exclusive rights and remedies with respect to any third-party products and services, including rights and remedies in the event a third-party product or

service gives rise to an infringement claim, will be against the third-party vendor or service provider and not against us. We do agree, however, to assign to you any assignable warranties we may receive from any such third-party vendor. In the event we are asked to re-perform any work and it is determined that we have already met our obligations under this paragraph, you agree to pay us on a time and materials basis at our standard rates for time spent on such additional work.

THE PRECEDING IS OUR ONLY WARRANTY CONCERNING THE SERVICES AND ANY WORK PRODUCT, AND IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR OTHERWISE.

To allow us to be able to manage our participation in the project most effectively, we reserve the right to determine the personnel to perform the work although we will attempt to honor your requests for specific individuals. For the duration of this agreement and for a period of two years after the services are completed, you agree not to employ or solicit the employment of any WORKPLAINS personnel who performed services under this arrangement.

WORKPLAINS’s maximum liability relating to services rendered under this proposal (regardless of form of action, whether in contract, negligence, or otherwise) shall be limited to the charges paid to WORKPLAINS for the portion of its services or work products giving rise to liability. Neither of us will be liable for consequential or punitive damages (including lost profits or savings) even if are aware of their possible existence.

We will indemnify you against any damage or expense relating to bodily injury or death of any person or damage to real and/or tangible personal property incurred while we are performing our services and to the extent caused by the negligent or willful acts or omissions of our personnel or agents in performing the services under this arrangement.

You will indemnify us against any damage or expense that may result from any third-party claim relating to our services or any use by you of any work product, and you will reimburse us for all expenses (including counsel fees) as incurred by us in connection with any such claim, except to the extent such claim, (i) is finally determined to have resulted from our gross negligence or willful misconduct or (ii) is covered by any of the preceding indemnities.

To receive any of the foregoing indemnities, the party seeking indemnification must notify the other promptly that a suit has been brought, must provide reasonable cooperation (at the indemnifying party's expense) and full authority to defend or settle the claim or suit. Neither party will be required to indemnify the other under any settlement made without its consent. This Section shall survive termination of this arrangement.

Either party may, upon giving thirty (30) days written notice identifying specifically the basis for such notice, terminate this arrangement for breach of a material term or condition of this arrangement, provided the breaching party shall not have cured such breach within the thirty (30) day period. In the event of such termination, you shall pay us for all services rendered and expenses incurred by us prior to the date of termination.

Neither of us shall be liable for any delays or failures to perform due to causes beyond our control.

This proposal sets forth terms of agreement between WORKPLAINS and the Humanitarian Organization supersedes all previous discussions and communications leading to the proposed arrangement.

The Agreement shall be governed by and construed in accordance with Pakistani law and the parties irrevocably submit to the exclusive jurisdiction of the Pakistani courts to settle any disputes that may arise out of or in connection with this arrangement.

22. Conclusion

In conclusion, we very much appreciate the opportunity to be of service to the Pakistan Bait-ul-Mal and look forward to working with you. You can be assured that this assignment would receive our best attention.

Annexure

1. Phase 1: households were selected for payment. Phase 2: during enrolment, families were identified for payment. [↑](#footnote-ref-1)